

Chapter 3: Installing Meridian IVR Fax Response

This chapter leads you through the procedures for installing Meridian IVR Fax Response. The 4-port fax board used for Meridian IVR Fax Response can be ordered separately for the Meridian IVR application processor (AP). This chapter is meant for an installation technician who has a basic understanding of UNIX and telecommunications.

The 4-port fax board

The AP supports up to two internal 4-port fax boards. The internal fax card offers four ports of enhanced call processing and 14 400 bps (V.17) fax services in a single slot. The fax board has the following features:

- ITU-T G3-compliant (T.4, T.30), ETSI NET/30 compliant
- 14 400 (V.17) (maximum), 9600, 7200, 4800, and 2400 bps
- Automatic Rate Adaptation (fallback)
- IEEE P996 ISA bus compatibility
- telephone interface (trunk type): loop start

The rear bracket of the card contains four RJ-11 connectors, each carrying an audio/fax port.

Performing a hardware installation



CAUTION!
Risk of damage to electronic components

When installing or upgrading the AP, always use an Electro Static Device (ESD) wrist strap. Static electricity can cause serious damage to electronic components.



CAUTION!
Risk of equipment damage

If adding or upgrading a card or peripheral device, follow the software shutdown procedures, then power down the AP. Failure to shut down the AP causes hardware damage.

Procedure 3-1
Installing the fax board

- 1** Ensure that the dial switch is set according to **Table 3-1**.
- 2** Carefully slide the fax board into the appropriate slot.

The first fax board is installed in the sixth slot (the topmost EISA slot).
The second fax board is installed in the fifth slot of the AP (below slot 6).

Table 3-1
Fax board switch settings

Board/Slot	SW1 setting
First board (slot 6)	0
Second board (slot 5)	1

Performing a software installation

The software installation for Meridian IVR Fax Response is done during the Meridian IVR software installation. To perform the installation, you should have the following:

- application tape with the keycode for Meridian IVR Fax Response
- the fax card(s)
- second hard drive for additional storage (optional)

For more information on installation procedures, refer to the *Meridian IVR Installation Guide* (NTP 555-9001-210).

Upgrading software

Software upgrades for fax are performed concurrently with the upgrade of any Meridian IVR software.

For more information on upgrading procedures, refer to the *Meridian IVR Installation Guide* (NTP 555-9001-210).

Configuring fax modems

When you configure modems on your system, certain parameters can be modified from their default values. The parameters include device name, modem phone number, modem pool, and station ID. For further information about these parameters, refer to the section in Chapter 5, “**Modem naming conventions,**” on page 3-15.

Procedure 3-2 **Configuring existing fax modems**

- 1 In the Meridian IVR Fax Response main menu, click on the Modem administration icon with the left mouse button to access the pull-down menu.
- 2 Click on Modem administration with the left mouse button.
The frame for the Meridian IVR Fax Response Modem Administration window appears.
- 3 Move the mouse to position the frame in a suitable place on the desktop.
- 4 Click on the left mouse button to open the window.
- 5 Click on Admin with the left mouse button to access the Admin pull-down menu.
- 6 Click on Configure modem to access the Configuring modem window:

Figure 3-1
Configure modem window

The screenshot shows a window titled "Meridian IVR Fax Response Log" with a menu bar containing "File" and "View". Below the menu bar, it says "Number of logs listed: 467" and "*** All Logs ***". The main area displays a list of log entries and modem status.

Timestamp	Level	Port	Modem Name	Status	Response
06-Oct-95 16:16:17	INFO	0	nasty	fax_server	
06-Oct-95 16:16:17	INFO	0	nasty	fax_server	
06-Oct-95 16:16:18	INFO	0	nasty	fax_server	
06-Oct-95 16:16:20	INFO	0	nasty	fax_server	
06-Oct-95 16:16:21	INFO	0	nasty	fax_server	
06-Oct-95 16:16:21	INFO	0	nasty	fax_server	
06-Oct-95 16:16:23	INFO	0	nasty	fax_server	
06-Oct-95 16:16:23	n/a		Idle	OK	
06-Oct-95 16:16:23	n/a		Idle	OK	
06-Oct-95 16:16:23	n/a		Idle	OK	

- 7 Select a modem pool for the new modem by clicking on the radio button beside either Same Call, Callback, or Shared with the left mouse button.

For more information on selecting modem pools, refer to the section, ["Using modem pools," on page 3-6.](#)

- 8 Type in the Dialogic device name in the form "dxxxBnCn":

- dxxx indicates the modem name.
- Bn indicates the card number, where n equals 1 or 2.
- Cn indicates channel number, where n equals 1–4.

Refer to Figure 3-1 for the location of the various ports.

- 9 Type in the station ID.
- 10 Type in the modem phone number for the port specified in step 8.
- 11 When you finish, click on OK with the left mouse button.

The Modem administration window appears. The list of modems on this window now includes the new modem configuration.

- 12 To exit the Modem administration window, click on File, then Exit with the left mouse button.

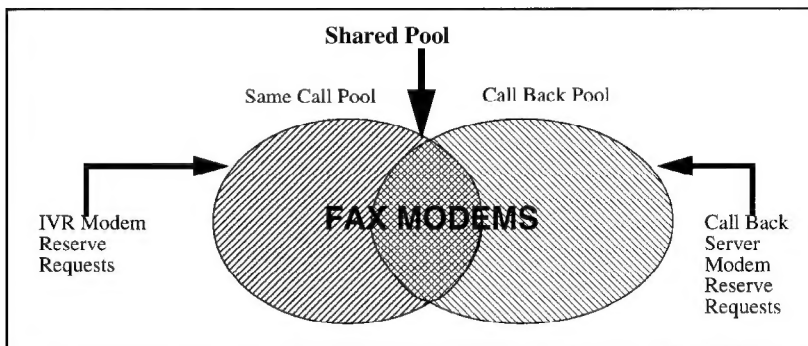
The system returns to the Meridian IVR Fax Response main menu.

Using modem pools

All of the fax modems on your system are allocated to one of three modem pools: Same Call pool, Callback pool, and Shared pool.

The pools can be thought of as two overlapping objects, as seen in the following diagram:

Figure 3-2
Modem pools



You can send faxes in one of two ways: immediately (using Same Call send) or at a scheduled time (using Callback send). The modem used depends on the type of fax being sent (or received), and how busy the modem pools are.

Determining which fax modem to use is based upon the following logic:

- Callback delivery attempts always try to allocate a modem from the Callback pool first.
- Same Call send or receive operations always try to allocate a modem from the Same Call pool first.
- If either of the above operations fail because all of the modems in the pool are busy, an attempt is automatically made to allocate a modem from the Shared pool.
- If the attempt to allocate a modem from the Shared pool fails because all of the modems in the pool are busy, the system waits for the specified number of seconds for a modem from either the Shared pool or Callback/Same Call pool.
- Same Call send/receive operations *never* use a modem in the Callback pool.
- Callback send operations will *never* use a modem from the Same Call pool.

When you configure the modems on your system, you assign them to specific modem pools.

Verifying your installation

You should verify the installation of Meridian IVR Fax Response to ensure that all of the ports which you purchased are working properly and that all phone lines are connected.

The ports on the Dialogic card should be connected to analog ports of the switch using the RJ11 cables provided.

Meridian IVR software can be provisioned for a maximum of eight ports. While performing your verification, test just the number of ports which you have purchased. If you purchase two ports but test all four, the extra two can pass testing even though the Meridian IVR Fax Response software only uses the number of ports purchased.

You should verify each port with a diagnostic program that sends and receives faxes. If the ports work, you can configure and enable them. Once the ports are enabled, run an application to check that the system is operating properly with the Meridian IVR Fax Response software.

To verify the installation, you need to run the diagnostic program for the fax machine and send a fax to the Directory Number (DN) of the appropriate fax port.

Procedure 3-3

Verifying your installation

- 1 Select "MIVR Fax stop" from the backdrop menu to ensure that Meridian IVR Fax Response is stopped. (You can also stop the system from the System Admin window).

- 2 In the Unix shell, type

faxdiag

The system asks you to enter the fax board number, fax port, and the external fax phone number.

The system displays the following message:

"Waiting for rings from remote fax machine".

- 3 Insert a page in the fax machine (the one whose phone number you specified).

- 4 On the remote fax machine, go off-hook, then dial the Directory Number (DN) of the port you are testing.

If the program does not return the waiting message, Dialogic hardware/software is not properly installed.

If there is no answer when dialing the port

- the cable or phone line is not connected
- the DN being called is not the DN of that fax port

If the fax is not received back, the command line specified the wrong fax number.

- 5 After the beep, press Start on the remote fax machine.

The fax machine sends a fax to the faxdiag application running on the modem port.

Once the Meridian IVR port receives the fax, it calls the remote fax machine and sends the fax back. The system then tells you that the test is completed.